Incidents: October 2026

Incident Reference	Start Date & Time (outage start)	Duration (outage duration)	Target Incident Resolution Time Met*	Consumer Impact	Commentary
INC10066253	07/10/2026 02:06	0 days 2 hrs 26 mins	Yes	Prepay top-ups not completing for some consumers Delayed Meter Reads Change of Energy Supplier delays	Service Interruption impacting communication to Gas & Electric Smart Meters
INC10067279	10/10/2026 16:21	0 days 1 hrs 27 mins	Yes	Prepay top-ups not completing for some consumers Delayed Meter Reads Change of Energy Supplier delays	Service Interruption impacting communication to Gas & Electric Smart Meters

*Target Incident Resolution Time (the time from detecting event and raising incident until the incident is resolved): 4 hours